

This job aid provides guidance for Health Plan Administrators (HPAs) who work with the Health Coverage Tax Credit (HCTC) Finance & Accounting (F&A) representatives, when making administrative and banking changes.

It is the HPA's responsibility to keep this information current with the HCTC Program at all times. This will help the HCTC Program minimize delays when issuing payments, greatly reduce the number of payments sent to incorrect remit to addresses and/or banks, and ensure all other communiqués are forwarded to the correct contact and/or address..

Updating Bank Information

When a HPA changes banks or updates existing banking information, it must follow the steps below to ensure the HCTC Program has the most up to date information:

- Contact the HCTC F&A representative to notify the HCTC Program of the changes
- Send the HCTC F&A representative updated ACH and GRI forms (see the appendix of the HCTC Health Plan Administrators Operations Guide), by fax, to:

Internal Revenue Service
HCTC Finance and Accounting Center
Attn: Systems Control Team
Fax Number: 1-800-675-9602

Updating HPA Administrative Information

The HPA must contact its HCTC F&A representative immediately if any of the following administrative changes occur:

- Payment Detail Report (PDR) recipient name and/or address
- HPA contact for the HCTC Program
- HPA contact's phone number
- HPA 'Remit To' address
- HPA name change

HPAs should contact their HCTC F&A representative as soon as they become aware of any impending changes. This will allow the HCTC Program to update all program systems with the correct information immediately and keep errors to a minimum.

General Inquiries

If you have a general inquiry about the HCTC Program that is not specific to payments, such as participant eligibility or the registration process, please contact the HCTC Customer Contact Center at 1-866-628-4282 (HCTC), TDD/TTY 866-626-4282.

For more information on the procedures for HPAs, please read the HCTC Health Plan Administrators Operations Guide on the IRS website at:
www.irs.gov (IRS Keyword: HCTC).